

## XV. TRANSPORTATION SERVICES FOR OLDER AND DISABLED ADULTS

Primary Providers of Publicly Funded Transportation:

\_\_\_\_\_

Primary Funding Sources: \_\_\_\_\_

Total Funding Last Fiscal Year: \_\_\_\_\_

Consumers or Units Served Last Fiscal Year: \_\_\_\_\_

Cost per Unit (e.g., cost per trip, cost per mile, or cost per unit, depending on the funding source): \_\_\_\_\_

<b>A. EXISTENCE</b>		
Are these services available to older and disabled adults in your community?		
1. Does your community have a public transit system?	Yes	No
2. Does your community have specialized transportation services for people with disabilities, such as paratransit or assisted transportation?	Yes	No
3. Does your community have taxicabs in operation that are accessible to people with disabilities? (Consider publicly funded taxi cabs and private pay)	Yes	No
4. Does your community have any supplemental transportation programs (such as volunteer or faith-based programs)?	Yes	No
5. Does your community have transportation programs to help people get to needed public services (such as the Health Department or Social Services)?	Yes	No
6. Does your community have transportation services to help people get to in-county medical appointments?	Yes	No
7. Does your community have transportation services to help people get to out-of-county medical appointments?	Yes	No
8. Does your community have transportation services to help people conduct errands (grocery shopping, prescription pick-up, etc.)?	Yes	No
<b>Overall Existence Rating</b>	<b>1</b>	<b>2 3 4 5</b>

<p align="center"><b>B. ADEQUACY</b></p> <p align="center">Are these services in sufficient supply for those who need it?</p>	
<p>1 Is there an unmet need for human services transportation or public transportation?</p> <p>(How are unmet needs determined? Are there areas in your community that are not served by the transportation services? Why do these areas lack coverage? In addition to waiting lists and identifying unserved areas, are there any other indicators that there are/aren't enough transportation services in your community? Do public transit vans and buses have to turn away riders during busy periods of the day? If there is no documented unmet need for transportation services in your community, is it because everyone who qualifies gets services or because agencies do not keep waiting lists?)</p>	<p>Yes                      No</p>
<p>2. To what degree is transportation offered in the evening and night?</p> <p>(Are evening/night services available? What are the days and hours of evening/night transportation services operation? Under what conditions are evening/night services cancelled/delayed?)</p>	<p>1    2    3    4    5</p>
<p>3. To what degree is transportation offered on weekends?</p> <p>(Are weekend transportation services available to people in all funding sources or to the general public? What are the days and hours of weekend transportation services? Under what conditions are weekend transportation services cancelled/delayed?)</p>	<p>1    2    3    4    5</p>
<p>4. To what degree are services available during severe weather emergencies for people with critical treatment issues (such as dialysis)?</p> <p>(What arrangements are made to provide life-sustaining transportation when normal services are disrupted? To whom is it available? Under what conditions are these transportation services cancelled/delayed? What happens to consumers when these services are cancelled/delayed?)</p>	<p>1    2    3    4    5</p>
<p>5. To what degree is there sufficient funding in your community to provide transportation services to all who need it?</p> <p>(What are the funding sources for transportation services? What is the number of rides per year per funding source? How do those</p>	<p>1    2    3    4    5</p>

numbers compare to the state average and similar counties? Last year did the county revert back any funds under any transportation funding source? Do providers feel that funding is a barrier to providing adequate transportation services? Is the availability of vehicles a barrier? Do consumers or providers report any other barriers to providing an adequate supply of transportation?)	
<b>Overall Adequacy Rating</b>	<b>1 2 3 4 5</b>

## C. ACCESSIBILITY

How obtainable are these services for those most in need?

<p>1. To what degree are transportation service vehicles accessible to a broad range of persons with disabilities?</p> <p>(Does the county have a sufficient number of paratransit vehicles to address the needs of elderly and disabled riders? What special features do transportation service vehicles offer? What accommodations are made for people who are physically disabled, developmentally disabled, sensory impaired or who have Alzheimer's disease or other memory disorders, etc?)</p>	1 2 3 4 5
<p>2. To what degree are bus stops in your community accessible to persons with disabilities?</p> <p>(Do bus stop roofs/covers extend far enough to cover someone in a wheelchair? Is route information posted in large type and/or Braille? Are there places to sit? If so, are there signs urging patrons to give priority seating to older and disabled adults?)</p>	1 2 3 4 5
<p>3. To what degree are additional accommodations available to persons with disabilities when requested?</p> <p>(What special features do transportation services offer to assist persons who are physically disabled, developmentally disabled, sensory impaired, or who have Alzheimer's disease or other memory disorders? How many riders requested additional accommodations last year? How many riders received additional accommodations last year?)</p>	1 2 3 4 5
<p>4. To what extent do transportation services offer door-to-door or curb-to-curb services?</p> <p>(What are the policies and procedures for assisting people either from the door or curb into the vehicle? What is the estimated % of people who need door-to-door assistance? Have there been special requests for assistance in getting from a dwelling to the curb that have presented challenges or barriers? )</p>	1 2 3 4 5
<p>5. To what degree are rides offered to attendants without charge when consumers with disabilities use public transportation?</p> <p>(To what extent does your community's transportation system meet ADA standards for riders with disabilities and their attendants? Are attendants for ADA riders allowed to accompany them at no extra</p>	1 2 3 4 5

charge? Does the community have a written policy on ADA accommodations? What other provisions does the community make for assisting disabled riders?)	
<p>6. To what extent do transportation-dependent persons know who to call for transportation services in the community?</p> <p>(What types of public information, outreach, and other informational programs are offered to the general public, caregivers, etc.? What % of consumers are self-referred? Are public communications and outreach activities consumer-friendly? What is the average reading level of materials? Are materials printed in languages other than English? Do materials come in large print and/or Braille?)</p>	1 2 3 4 5
<p>7. To what extent do transportation systems work with other community agencies for Medicaid referral purposes?</p> <p>(How do agencies assure that Medicaid-eligible people are referred to DSS for medical transportation if they have transportation needs? What % of Medicaid-eligible people receive medical transportation services?)</p>	1 2 3 4 5
<p>8. How affordable is transportation service for older and disabled community members?</p> <p>(What are the policies for rider contributions? How much fare money was generated by rider contributions under each funding source last year? What is the average out-of-pocket cost for riders? How does this average cost compare to the state average and similar counties? How many people are turned away each year because of an inability to pay? Do providers offer subsidized fares or sliding scale fees based on income?)</p>	1 2 3 4 5
<p>9. How adequate is the training for dispatchers and drivers in communicating with and assisting frail or disabled passengers?</p> <p>(Have your drivers been trained to be familiar with the needs of disabled and elderly passengers? Is training mandatory? If not, is it available? What does the training program involve? What % of dispatchers or drivers have been trained?)</p>	1 2 3 4 5
<b>Overall Accessibility Rating</b>	<b>1 2 3 4 5</b>

## D. EFFICIENCY AND DUPLICATION OF SERVICES

How reasonable are the costs of services?

Are options for streamlining services available in the community?

<p>1. To what extent are all the vehicles and providers in your community's transportation system part of a coordinated transportation system?</p> <p>(How is transportation planning and service delivery coordinated in your community? Is there a lead agency that brokers transportation services or subcontracts with other providers?)</p>	1   2   3   4   5
<p>2. How adequate is the number of vehicles in the county fleet to accommodate diverse demands for transportation services?</p> <p>(How many vehicles are in the county's transportation fleet? How many vehicles does your county have per 100,000 residents? How does this rate compare to the state average and similar counties? Are back-up vehicles available?)</p>	1   2   3   4   5
<p>3. How reasonable is the cost per vehicle mile/hour/trip?</p> <p>(Do all agencies or individuals receiving similar services get charged the same rate? If not, why not? What % of the budget is used for administrative costs? How reasonable are the administrative costs for providing transportation services in your community? How do administrative costs compare to the state average and similar counties?)</p>	1   2   3   4   5
<p>4. To what extent are services for out-of-county medical transportation coordinated so that the greatest number of people traveling to the same medical facilities ride on the same day?</p> <p>(How are services for out-of-county medical transportation coordinated with surrounding communities and/or counties? How often do trips occur to out-of-county medical facilities? How are appointments scheduled at medical facilities to coordinate rides? If your community does not offer out-of-county medical transportation, please leave this question blank and move on to question 5)</p>	1   2   3   4   5
<p>5. To what extent does your community provide alternatives to ambulance transportation for non-emergency medical transportation needs?</p> <p>(What alternatives to ambulances are available? How many</p>	1   2   3   4   5

ambulance rides were provided last year that were not reimbursed by Medicaid or Medicare as emergencies? What was the cost of these rides to the county?)	
6. How effective has your community's transportation system been at solving any problems with "no shows" (people who do not call to cancel rides)?  (What are the procedures and policies governing "no shows"? Do the transportation systems offer reminder calls to riders who have been identified as having problems with memory loss or other cognitive difficulties? What % of rides each year are no-shows?)	1 2 3 4 5
<b>Overall Efficiency and Duplication Rating</b>	<b>1 2 3 4 5</b>

## E. EQUITY

How available are these services to all who need them without bias?

<p>1. To what extent are the transportation services available to all geographic areas in your community?</p> <p>(List any uncovered areas of the county. Why are these areas uncovered? What are the characteristics of neighborhoods without service (e.g. socioeconomic status, age concentrations, population density, etc)? How adequate are the transportation system's procedures for determining when and how to open up a new route?)</p>	<p>1   2   3   4   5</p>
<p>2. To what degree are the transportation services available to all populations in your community?</p> <p>(Does the community transportation planning process involve consumers and advocates of people who need transportation? Does the current county transportation plan describe any special needs that should be addressed? What are the demographic characteristics of transportation consumers under each funding source? How do client characteristics (%) compare to the characteristics of your community's general older and disabled adult population)</p>	<p>1   2   3   4   5</p>
<b>Overall Equity Rating</b>	<p><b>1   2   3   4   5</b></p>



## F. QUALITY/EFFECTIVENESS

How successful are these services in addressing consumers' needs?

<p>1. To what extent are the operations and planning of the transportation providers influenced by people other than the transportation service's Director and staff members (such as a Transportation Advisory Board, governing body, etc.)?</p> <p>(Who is on the board/body? What % are consumers? How often does it meet? What are the responsibilities of the board/body? What role do consumers have on the board/body?)</p>	1 2 3 4 5
<p>2. To what extent do the transportation providers survey riders to determine satisfaction with services, unmet needs, service gaps, etc.?</p> <p>(Have consumers been surveyed in the past 5 years? If so, what process was used? What were the major findings?)</p>	1 2 3 4 5
<p>3. To what extent do the transportation providers act on riders' feedback?</p> <p>(What policy and/or programmatic changes have been made in the past 5 years as a direct result of riders' feedback?)</p>	1 2 3 4 5
<p>4. How sufficient is the complaint resolution process?</p> <p>(What is the complaint resolution process? How are riders made aware of the complaint resolution process? Can riders appeal to a higher entity if they do not like the results? How many complaints were documented last year? What was the nature of those complaints?)</p>	1 2 3 4 5
<p>5. To what extent are complaints considered during planning, program development, or quality improvement efforts?</p> <p>(What policy or programmatic changes have been made in the past 5 years as a direct result of rider complaints?)</p>	1 2 3 4 5
<p>6. To what degree have any identified areas of improvement in transportation plans and reviews been addressed?</p> <p>(Is there an up-to-date Transportation Development Plan, Community Transportation Improvement Plan or any other reports in place for the community? When were the plans revised? What progress has been made in meeting the plan's recommendations? Has the transportation system undertaken a self-review under the</p>	1 2 3 4 5

DOT Public Transportation Division?)	
<p>7. Do any funders regularly monitor the transportation providers?</p> <p>(Who monitors these programs? When were they monitored? What was covered during monitoring? If any issues were found during monitoring, were they addressed sufficiently?)</p>	Yes No
<p>8. To what extent can the transportation systems in your community accommodate the service requests of all people needing rides?</p> <p>(Do people ask for transportation services that are not available? If so, what services?)</p>	1 2 3 4 5
<p>9. How well do the transportation services in your community meet the goal of getting consumers to their appointments on time?</p> <p>(What % of consumers with appointments arrive at their destination by the scheduled appointment time? How reasonable are the wait times for return pick-ups once a client has called the system? How many complaints have been received in the past year about long waits for return pick up?)</p>	1 2 3 4 5
<p>10. How flexible are the guidelines about the amount of time a driver will wait for a rider?</p> <p>(What are the policies and procedures governing how long a driver may wait for a person to come out of the house to board a vehicle? How well does the scheduling of pick-ups accommodate waiting for people who do not ambulate very quickly or people in wheelchairs? Have the transportation systems had any complaints in the past year from passengers who were left without services because they could not get out their door quickly enough? What are the policies and procedures for alerting hearing impaired riders that a van has arrived? Have the transportation systems had any complaints in the past year from hearing impaired passengers who were left without services because they did not know a vehicle had arrived to pick them up?)</p>	1 2 3 4 5
<p>11. To what degree do transportation providers deal effectively with cultural differences in providing services?</p> <p>(Is cultural sensitivity training mandatory for drivers and dispatchers? If not, is it available? What does the training program involve? What % of dispatchers or drivers have been trained?)</p>	1 2 3 4 5
12. To what extent do transportation providers regularly	1 2 3 4 5

<p>communicate unmet needs to county commissioners, planning bodies, and other agencies?</p> <p>(Are transportation providers involved in county or agency planning? Does the county have an up-to-date Community Transportation Improvement Plan that addresses unmet needs?)</p>	
<b>Overall Quality/Effectiveness Rating</b>	<b>1   2   3   4   5</b>

<b>Recap of Overall Transportation Ratings</b>					
Existence	1	2	3	4	5
Adequacy	1	2	3	4	5
Accessibility	1	2	3	4	5
Efficiency and Duplication	1	2	3	4	5
Equity	1	2	3	4	5
Quality/ Effectiveness	1	2	3	4	5

**Transportation Services' Major Strengths:**

**Identified Barriers and Areas for Improvement:**